

## [57] Abstract

The present invention relates to a method and system for controlling an Internet service such as an e-commerce site. The method offers the service provider facilities to control and steer the progress of the service. According to the invention, the control commands of the service provider are transmitted via a telephone network (2) to a voice response system (6) that further passes the control commands in real time to an Internet server (3).

(Fig. 1)